

The KNG (Klampid New Generation) Application is an Innovative Approach to Population Administration Services in Kelurahan Dukuh Menanggal Kota Surabaya

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Abstract. This research is about the innovation of population administration services using the KNG (Klampid New Generation) application which focuses more on its implementation to the community, especially in the Dukuh Menanggal Village area, Surabaya City. The purpose of this study is to (1) find out the innovation of population administration services with the use of the KNG (Klampid New Generation) application in Dukuh Menanggal Village, Surabaya City, (2) find out the factors that affect the innovation of administrative services to public services in Dukuh Menanggal Village, (3) find out the efforts of Dukuh Menanggal Village in overcoming problems related to inhibiting factors in the innovation of population administration services in KNG (Klampid New Generation) application. This study uses a qualitative method by using a qualitative descriptive research method. The data collection techniques used are interviews and documentation. The data analysis technique in this study uses data reduction and data presentation. The theory used in this study is the innovation diffusion theory according to Rogers. The results of this study show that Dukuh Menanggal Village in carrying out its implementation is in accordance with the operational standards of public service services, namely as a place for the community to submit various population administration documents. The factors arising from the emergence of this innovation are the importance of the competence of technology users and the continuous socialization so that its implementation can be conveyed to residents. Dukuh Menanggal Village also needs facilities and infrastructure to support the achievement of an innovation carried out, as well as the community's understanding of the benefits of population administration documents.

Keywords: Administration, Population, Innovation, Village

INTRODUCTION

Indonesia is an archipelagic country with various ethnic groups and consists of millions of residents who live in every city in the country. With a growing and certainly uneven population in Indonesia, there is a pressure for the government to take a big part in the programs that they must carry out to act and take a policy.

In addition, population growth is one of the problems that arise for every developing and developed country. Population growth is a change in the number of people in a certain area at a certain time compared to the previous time. Population growth rate indicators are very useful for predicting the number of people in an area in the future. With the knowledge of the number of people who will come, the basic needs of this population are also known, not only in the social and economic fields, but also in the political field.

Based on the 2020 population census, the number of Indonesia's population is recorded at 270 million people. According to data available at the Central Statistics Agency (BPS), population growth in Indonesia is certainly increasing every year. The number of Indonesia's population growth in the middle of each year in 2021 amounted to 272,685 people, in 2022 it will be 275,773 people, and in 2023 it will be 278,696 people. According to BPS, Indonesia's population growth rate in 2021 will increase by 1.22 percent, in 2022 it will increase by 1.17 percent,

and in 2023 it will increase by 1.13 percent. The data source used comes from the data from the population census and population projections. For years in which the population census is not carried out, population data is obtained from the results of population projections. The population census is carried out in the year ending 0, which means that the last population census was carried out in 2020.

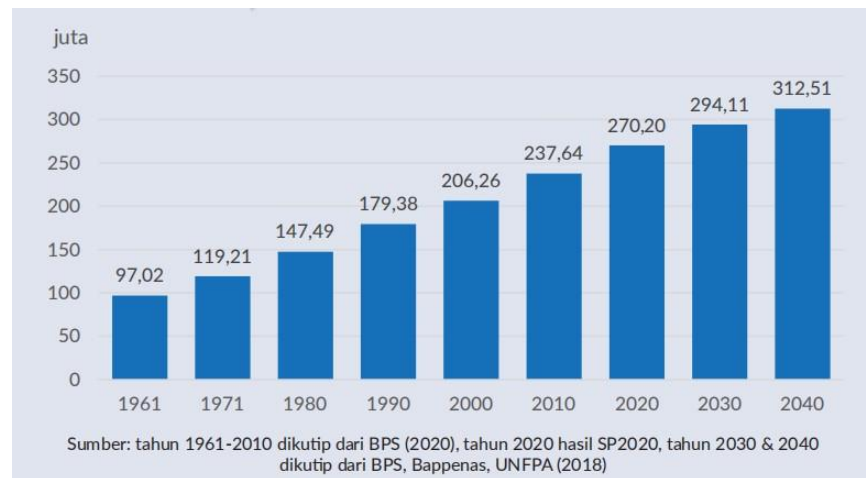


FIGURE 1. Number of Indonesian Population (Million People), 1961-2040

Source: 1961-2010 quoted from BPS (2020), 2020 SP2020 results, 2030 & 2040 quoted from BPS, Bappenas, UNFPA (2018)

The city of Surabaya is the second largest city in Indonesia with a fairly dense population. Based on the results of the 2020 population census of the city of Surabaya, the population of the city of Surabaya in September 2020 according to the results of the SP2020 is 2.87 million people with a population density of 8,795 people per km². Compared to the previous census, the population of Surabaya City continued to increase from 2010 to 2020 by 3.94 percent or around 108.8 thousand people.

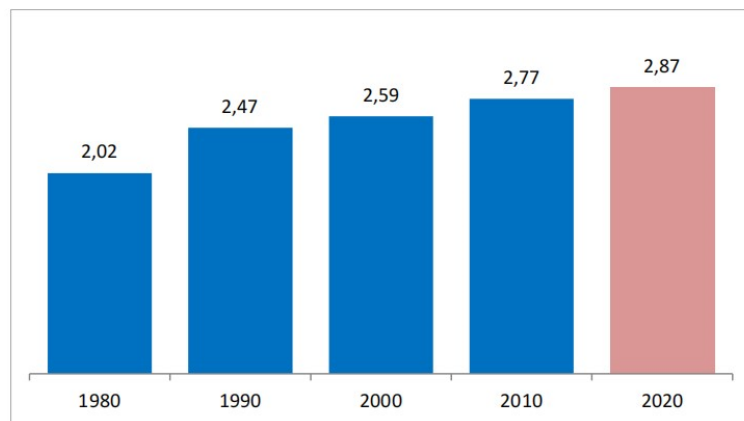


FIGURE 2. Population of Surabaya City (million people), 1980-2020

Source: Official BPS Surabaya statistics

Regarding the implementation of public services, the government is required to provide services in meeting the needs of the community, which refers to the provisions of applicable laws and regulations. The essence is that the quality of the service provided to the community determines the community's loyalty to the agency concerned. Quality service is synonymous with excellent service. Excellent quality service can now be provided to the public with technological developments that help employees in doing their jobs (Irianto et al., 2022).

Law Number 25 of 2009 concerning Public Services states that the state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of Public Services which is the mandate of the 1945 Constitution of the Republic of Indonesia. Public services in their implementation must be carried out optimally and adjusted to the principles of good governance, both in the context of government and corporations. This aims to strengthen public trust in the government system. On the other hand, if public services are considered

less successful in realizing, they are able to foster a lack of tolerance and are considered failed performance. Sustainable public services must be adjusted to the aspirations and demands of all citizens and residents to improve their quality.

The central government certainly does not work alone, the authority of public services is channeled to the government in each region. In order for the government to be effective and efficient, government officials must be able to prepare plans that are in accordance with the real needs of the community, and prepared rationally and measurably. With this rational planning, the hope of community participation will be moved easily, because these programs are part of their needs. (Kurniawan et al., 2023). The Population and Civil Registration Office is an agency that carries out regional autonomy that gives its authority to sub-districts and sub-districts to carry out assistance duties.

The Population and Civil Registration Office is led by the Head of the Service and is responsible to the Regent through the Regional Secretary. Through the Population and Civil Registration Office (Dipendukcapil) which acts as the center of population administration at the district or city level, the agency has the responsibility to archive, register, and record all population events and every resident is obliged to report if there are changes related to their population biodata.

Updating biodata is included in the public service of population administration. This is stated in Law of the Republic of Indonesia Number 23 of 2006 which was later updated to Law Number 24 of 2013 concerning Population Administration which states that this Law regulates the rights and obligations of residents, the authority of organizers and implementing agencies, population registration, civil registration, population data and documents, population information systems and administration, protection of residents' personal data, administrative sanctions and criminal sanctions related to population administration. Each resident is required to report Population Events and Important Events that he or she experiences to the Implementing Agency by fulfilling the necessary requirements in Population Registration and Civil Registration. Any person or legal entity who without the right to print, publish, and/or distribute the blank Population Document as referred to in Article 5 letter f of this Law shall be sentenced to imprisonment for a maximum of 10 (ten) years and a maximum fine of Rp. 1,000,000,000.00 (one billion rupiah).

This law was made to be the basis in the field of population administration, it is hoped that the effectiveness of public services, especially population administration for this community, can increase and the level of accuracy of population data can be guaranteed, such as for example the Population Identification Number (NIK) and other population documents. Residents are expected to be able to provide fulfillment of the administrative rights of residents in public services and provide protection related to the issuance of Population Documents without any discriminatory treatment through the active role of the central government and local governments.

The Surabaya City Population and Civil Registration Office has eight application innovations and the latest service innovations that have been formed. One of them is *the Klampid New Generation application* which is an application to help manage population administration online, including marriage, birth, death, moving, and coming. The emergence of innovations in public services is part of an effort to overhaul the way the Indonesian government delivers public services, which are often complicated, and seeks to improve their quality. The existence of this internet-based online service innovation makes it very easy for applicants because in submitting their management there is no need to go to the Surabaya City Dipendukcapil Office or sub-district, to apply for registration, just register through the e-Lampid account. Previously, the process of managing birth certificates was carried out manually and took 7 days, but with the use of e-Lampid the process only takes 3 days.

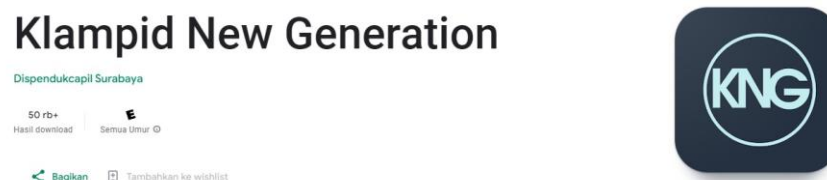


FIGURE 3. New Generation Klampid Application
Sumber: *google.com*

Klampid New Generation (KNG) is an innovative application or website based on *Online* made by the Surabaya City Dipendukcapil to facilitate the management of various applications for population administration and civil registration in the city of Surabaya. The app includes applications for birth, marriage, death, as well as the move-in process. *Klampid New Generation* can be accessed through the official website or downloaded as an app via *Google Play Store* on a smartphone. According to (Salsa Bella et al., 2022), in its implementation, the KNG application is

equipped with service robot features or *chatbot* with a virtual character called CakTakon, which aims to guide users when they need help.

However, in practice, the implementation of these public services, which are part of the basic social rights of the community, is still often faced with obstacles and non-compliance. There are often violations and even cases of maladministration, and acts of corruption that can have a legal impact with the application of criminal sanctions (Erick S Holle, 2011). *Lack of HR competencies causing unlawful, maladministration so that it can fall into these practices corruption* (Aisyah et al., 2018).

Based on pre-research observations, it was still found that there were several obstacles, such as in Dukuh Menanggal Village, some of the most frequently encountered cases were cases of hitchhiking, the residents concerned who were registered to live in the area but their whereabouts were not known for a long time by local neighbors. Although according to the Surabaya City Regional Regulation Number 5 of 2011 concerning the Implementation of Population Administration, in the third part of the Registration of Population Events, article 13 states that the Surabaya City Government grants permission for Indonesian citizens to issue KK due to the addition of family members by riding KK in one house. This raises a question mark for some people so that village employees continue to check data and survey the location of the address that is suspected of being a hitchhiker to the address.

Therefore, the study aims to find out the innovation of population administration services with the use of the KNG (Klampid New Generation) application in Dukuh Menanggal Village, Surabaya City, to find out the factors that affect the innovation of administrative services to public services in Dukuh Menanggal Village, and to find out the efforts of Dukuh Menanggal Village in overcoming problems related to inhibiting factors in population administration service innovation on the KNG (Klampid New Generation) application.

METHODS

This study aims to provide a more explicit understanding and describe in detail the observed phenomena using qualitative descriptive methods. A qualitative approach was chosen to deepen the understanding of this phenomenon. In this study, data is presented descriptively in the form of documentation data, literature, written or oral words, and the behavior of people observed in accordance with facts in the field. The data collection techniques in this study are interviews and documentation. The author conducted a question and answer session with three informants, namely one Head of Government and Public Service of Menanggal Hamlet Village and two staff of Menanggal Hamlet Village. The data analysis used in this study is through data reduction, data presentation, and data verification.

RESULTS AND DISCUSSION

INNOVATION OF POPULATION ADMINISTRATION SERVICES IN THE KNG (KLAMPID NEW GENERATION) APPLICATION IN DUKUH MENANGGAL VILLAGE

Public services are basic services in the administration of government as well as an important indicator in government performance assessments, both at the central and regional levels. Public services in this study are a type of administrative service, namely serving the management of population administration which is packaged in integrated service innovation through the KNG (*Klampid New Generation*) application. The use of the KNG application is used by all urban villages and sub-districts in the city of Surabaya, but in this study the author only sets the Dukuh Menanggal Village of Surabaya City as the focus of his research.

1. Knowledge Stages

Knowledge is the result of human sensing, or the result of a person's knowledge of objects through his senses (eyes, nose, ears, and so on). The time in the sensing process to produce knowledge is greatly influenced by the intensity of perception of the object. Most of a person's knowledge is obtained through the sense of hearing (ears) and the sense of sight (eyes). Based on one of the excerpts of interviews conducted with the staff of Dukuh Menanggal Village, Surabaya City, namely:

"KNG stands for Klampid New Generation, an application to take care of population documents for residents of Surabaya City. Not only in the form of an application, but KNG can also be in the form of a website. There are many service menus, just open it and continue to be guided by the same name CakTakon. We just have to follow the order." (Mr. Nizar, as the Staff of the Kasipem

Village of Dukuh Menanggal Village, Surabaya City, interviewed on Tuesday, February 27, 2024. At 13.06 WIB).

The results of the study revealed that *Klampid New Generation* (KNG) is a population administration application that provides features for registration of population documents and civil registration. Users can download this *New Generation Klampid* through the *Playstore* for Android *smartphones*. One of the excellent features of this application is the presence of a *chatbot* called *CakTakon*, which acts as a virtual character in it. This feature is similar to WhatsApp and will guide users when they need help. Automatically, *CakTakon* will provide instructions on how to upload documents and what documents need to be uploaded.

2. Stages of Persuasion

At this stage, it began when the community's need for Surabaya *Dispendukcapil* services emerged through the nearest village. This need encourages the public to find out how an innovation performs and the procedure for solving their problems. There are some people who may not fully understand the socialization process. However, they realize that the purpose of the socialization is to update the management of population administration documents. But there are also individuals in the community who are not aware of what socialization is and whether there are socialization activities carried out. This situation will certainly be an obstacle in efforts to disseminate information, this is also a challenge for Dukuh Menanggal Village to continue to disseminate information about the KNG application in realizing the target of adminduk aware communities. Based on one of the excerpts of interviews conducted with the people of Dukuh Menanggal Village, Surabaya City, namely:

"There was a socialization, at that time all RTs and RWs were constantly informed that there was a KNG Nama application to take care of the identity letter. Every day is also always informed for those who want to take care of documents to be taken care of immediately." (Mr. Teguh, as a community and pioneer RT in Dukuh Menanggal Village, interviewed on Thursday, February 29, 2024. At 16.20 WIB).

Communication channels serve as a means to disseminate information about innovations from the sender of the message to the recipient of the message. The Dukuh Menanggal Village must make more use of various communication media to disseminate information about existing innovations such as pamphlets, WhatsApp status messages, and even RT/RW/LPMK groups. The informant also considered getting information directly from the Surabaya City *Dispendukcapil* as the most trustworthy. Then the resource persons who obtained information about population administration services conveyed to other resource persons through socialization. Of course, they need a more detailed explanation directly about their respective needs, some of the speakers stated that they got information through the RT/RW, but if there is an urgent need they can ask more details to the officer at the Dukuh Menanggal Village Office.

3. Stages of decisions

According to the opinion of expert Ralph C. Davis in a book entitled *Decision Making Techniques*, decisions are the result of solving problems faced decisively. The community's decision when accepting the KNG application public service innovation is to feel very helped. In addition to the service being easier and faster, they also find it easy to take care of other documents if their residence documents have been updated to the latest version. Apart from the public service innovation, the Village officers who are informative and patient in providing briefings are also the reason why the community is enthusiastic in taking care of their population administration documents. Based on one of the excerpts of interviews conducted with the people of Dukuh Menanggal Village, Surabaya City, namely:

"It's easy, because if I took care of the KK update yesterday, I have been fully informed about what files need to be brought. Even if there are files that are not enough, I took care of them yesterday at the RW hall. There are officers guarding there." (Mrs. Endang, as a community in Dukuh Menanggal Village, interviewed on Wednesday, February 28, 2024. at 12.09 WIB).

The Man & The Man (2023) also agreed that in addition to facilitating and efficient the process of handling population documents, *Klampid New Generation* It can also be considered a sustainable technology because it can minimize the use of paper. Processing data or documents has also become easier and more effective thanks to modern technology, so it only requires an estimated working time of 2-3 days. Therefore, these innovations deserve to be supported because they can play a role in preserving the earth through environmentally friendly applications.

4. Implementation Stages

According to Rogers (2003), at this stage, even though users have used the innovation, they still feel doubtful about the consequences. But at this stage, users are starting to implement the use of these

innovations in their daily lives as an option to get easy services that can be monitored anywhere through electronic devices. In general, this online innovation is also considered more efficient in terms of time and energy, so that the administrative needs of the people of Surabaya City can be solved quickly and precisely. Based on one of the excerpts of interviews conducted with the staff of Dukuh Menanggal Village, Surabaya City, namely:

"The files brought must be complete, if they are complete, they can be taken care of. Later, it will be scanned from the application, and you can continue to confirm with the District and Dispendukcapil. Then the finished documents are sent to the KNG account of the Village officer." (Mrs. Lia, as the Staff of the Kasipem Village of Dukuh Menanggal Surabaya City, interviewed on Tuesday, February 27, 2024. At 13.39 WIB).

There are various procedures that are carried out when starting to implement an innovation. In this population administration service, the prominent points in its application are: 1) Population administration documents submitted, 2) Requirements needed, 3) Completion period, 4) Management fees, and 5) SOP for submitting administrative document applications. When applying for administrative documents, of course, there must be requirements that are completed, it is also written how long the document will be taken care of in accordance with the SOP written in the Regional Regulation of the City of Surabaya Number 6 of 2019 concerning the Implementation of Population Administration.

5. Confirmation Stage

Confirmation is when a person makes a final decision to determine whether they will accept the existence of innovation or reject it. Innovation can be terminated if there are other better innovations, this happens if the performance of the innovation is considered unsatisfactory and if the user feels disappointed with the innovation offered. Rogers (2003) states that the discrepancy investigated at the confirmation stage can be reduced if a person is aware of their wishes so that they are looking for the truth of the innovation that can meet their wishes, understands and is interested in new innovations that have not been used, and feels safe and confident after making the decision to adopt the innovation. Based on one of the excerpts of interviews conducted with the people of Dukuh Menanggal Village, Surabaya City, namely:

"Actually, it has been given its own container, there are indeed 2. The box from the Dispenduk and the box from the infocom, the box from the infokom is for the queue and if it is from the dispenduk for access, they give criticism advice while in the service room. Now in the era of social media, yes, complaints now use an application called 'Wargaku', Surabaya residents who can access it themselves. You can also scan the barcode at the service desk to give criticism suggestions." (Mrs. Fifiet, as the Head of Government and Public Services of Dukuh Menanggal Village, Surabaya City, interviewed on Tuesday, February 27, 2024. At 11.57 WIB).

In the results of this study, Dukuh Menanggal Village has provided complaints/inputs/suggestions in the form of barcodes installed at each service desk. The public can freely submit complaints through the installed barcode. However, not many people take the initiative to make complaints/suggestions/criticisms even though it is considered to be able to play a role in improving and improving the quality of public services. So far, the community has only reported directly to the Village and the officers immediately handle it. For the submission of complaints, the Surabaya City Population and Civil Registration Office has prepared several options such as through citizen voice service services by accessing the Wargaku application which can be downloaded on the playstore of every mobile phone.

FACTORS IN THE INNOVATION OF POPULATION ADMINISTRATION SERVICES IN THE KNG (KLAMPID NEW GENERATION) APPLICATION

According to the Great Indonesian Dictionary, a factor is a condition or event that causes or influences the occurrence of something. There are quite a lot of factors that affect the emergence of a desire or interest. Factors are also divided into two, namely inhibiting factors and supporting factors. According to KBBI, inhibitors come from the word inhibition/inhibition which means to make something (travel, work, and so on) slow or not smooth and restrained. And supporter comes from the word support which means supporter, helper, or supporter

1. Technology User Competencies

Spencer and Spencer (in Sudaramanto, 2009) said that competence is the basic characteristic of this individual behavior that is related to the criteria of effective reference and/or superior performance in a job or situation. In other words, competence is the basic foundation of people's characteristics and identifies how to behave or think, match situations, and support for a long period of time. The lack of individual competence of the informant can be an obstacle in the process of exchanging information, on the other hand, if the individual understands how to convey information, the informant can easily capture the

message. Therefore, the competence of service providers must be determined based on the knowledge, expertise, skills, attitudes, and behaviors needed. This is related to the responsibilities of service officers such as knowledge, discipline, and politeness in providing services.

In accordance with the Operational Standards of Procedure, the qualifications for implementing *the New Generation Klampid* application must: 1) Be able to understand and apply the enactment of laws and regulations; 2) Controlling the field of population registration and civil registration; 3) Understand the principles of community satisfaction; 4) Understand information systems; 5) Strive to interact effectively; 6) Ability to cooperate in work units; and 7) Highly dedicated, honest, and meticulous to the tasks that must be carried out. Based on the opinion of AS Duhita (2018), it is necessary to maintain the quality of Surabaya City Dispendukcapil employees in showing empathy to customers during the population administration service process. The communication that occurs between officers and customers during service is very important and should not be neglected, because this interaction can affect customer perception of the quality of public services.

2. Socialization of the Benefits of the KNG Application

Socialization has a very important role, because without socialization, it is certain that the expected goals for oneself and others will not be achieved. Socialization not only aims to convey information to be conveyed, but also to seek support from various community groups. Public concern for public services reflects public participation and supervision of the quality of these services. The public's demand for fast, transparent, and responsible public services encourages the government to continue to improve the quality of its services.

The Population and Civil Registration Office of the City of Surabaya as one of the agencies that collaborates with the Surabaya City Government in launching the latest innovation program related to the management of population administration. The Surabaya Dispendukcapil has been quite aggressive in socializing an application called *Klampid New Generation* to Surabaya residents since it was inaugurated by the Mayor of Surabaya, Eri Cahyadi, at the end of 2021. This public service innovation is spread through all sub-districts and sub-districts in Surabaya, each employee of the regional agency is trained first and a trial is carried out related to understanding the use of the KNG application before going directly to be socialized to the community.

EFFORTS TO OVERCOME OBSTACLES RELATED TO ADMINISTRATIVE SERVICE INNOVATION FACTORS

According to the Great Dictionary of the Indonesian Language, effort means an effort or effort to achieve an intention, solve a problem, find a solution, and so on. In every factor contained in a new innovation, of course, there is always an accompanying solution effort for every problem that arises. In this discussion, efforts to overcome obstacles related to factors of population administration service innovation through the *Klampid New Generation* application in Dukuh Menanggal Village will be discussed. This is analyzed with the aim that a service innovation can run smoothly and can develop along with the times.

1. Facilities and Infrastructure

According to Moenir (2006), means are any type of equipment that functions as the main or direct tool to achieve a goal, for example beds, toilets, garbage cans, and others. And infrastructure is a set of tools that function indirectly to achieve goals, such as the state of the Village Office's environment. Facilities and infrastructure are an important point for the implementation of public services, because comfort will be enjoyed if the facilities and infrastructure are complete and support the service process. It is necessary to prepare good and adequate operational facilities, physical facilities, and other supporting infrastructure such as tables, chairs, waiting rooms, places of worship, toilets, and so on. If the facilities and infrastructure are inadequate, it can certainly result in people who have the need to get services to be uncomfortable and disturbed so that it can affect the decline in the trust of an agency.

2. Community Socialization

According to the Great Dictionary of the Indonesian Language, socialization is an effort to change ownership from individuals to common (public) ownership; the learning process of individuals in society to understand and feel the culture in their environment; and efforts to make something accepted, understood, and lived by the community so that it becomes part of their lives. Meanwhile, society has the meaning of a group of people in a broad sense and is bound by the culture that they consider the same.

Community socialization must be deployed so that information about population administration services can be equally known by the community so that it is able to increase public knowledge and understanding of how important

population administration is. Dukuh Menanggal Village and related parties are especially responsible for providing knowledge and education to the community about population administration. These efforts can be carried out by organizing socialization activities, both directly and through various possible media such as print media, electronic media, and so on.

CONCLUSIONS

Based on the findings and data analysis that has been carried out by the researcher, conclusions can be drawn from research related to Population Administration Service Innovation in the KNG Application (*Klampid New Generation*) in Dukuh Menanggal Village, Surabaya City.

1. Dukuh Menanggal Village has implemented population administration service innovations using the *Klampid New Generation* (KNG) application to the maximum.
 - a. At the knowledge stage, Dukuh Menanggal Village has carried out what is its responsibility in accordance with Law Number 25 of 2009 concerning Public Services.
 - b. At the persuasion stage, judging from the people of Dukuh Menanggal Village, they received socialization from the Dukuh Menanggal Village Officer related to the innovation of the *Klampid New Generation* (KNG) application.
 - c. At the decision stage, the people of Dukuh Menanggal Village began to accept how to implement the *Klampid New Generation* (KNG) application.
 - d. At the implementation stage, Dukuh Menanggal Village has carried out its duties in accordance with the Decree of the Head of the Population and Civil Registration Office of the City of Surabaya Number 188.4/2037/436.7.11/2022 concerning Service Standards of the Population and Civil Registration Office.
 - e. At the confirmation stage, Dukuh Menanggal Village provides a wide channel of complaints, suggestions, and input to the community through complaint information displayed on each table in the service room, as well as through the *call center* and a special website for available complaints.
2. The factors that affect the innovation of population administration services to public services in Dukuh Menanggal Village are the competence of technology users and the socialization of the benefits of the *Klampid New Generation* application.
 - a. The first factor is that the Dukuh Menanggal Village is confident that its officers have a good understanding of how the implementation of the innovation works. If there are some officers who still do not understand the existence of innovation, they will support each other and discuss until they are used to and adapted to the use of the population administration innovation service.
 - b. The second factor is the socialization of the benefits of the KNG application, because in an innovation there is usually the first version that begins how the innovation occurs. It is clear that KNG's innovation features a more complete menu column and the CakTakon feature also makes it easier to process required data compared to the previous innovation, namely e-Lampid. This convenience is certainly felt by every user so that it can cut the time to complete population administration documents on time.
3. The efforts of Dukuh Menanggal Village in overcoming problems related to factors in the innovation of the *New Generation Klampid* application service are facilities and infrastructure as well as community socialization.
 - a. The use of facilities in public service activities carried out in Dukuh Menanggal Village can be carried out properly in accordance with the operational standards of services directed by the government. The use of adequate facilities and infrastructure is of course also a supporting factor that encourages public interest in taking care of population administration documents and is an important point so that the process of issuing population documents runs smoothly.

The second effort is community socialization, the importance of public understanding of an innovation is a sign of success from the information conveyor. Dukuh Menanggal Village Officers admitted that they continue to socialize to residents to immediately take care of or update their population administration documents through the local RT/RW. They also use social media, both the official account of the Village Office and the personal accounts of the staff.

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